



# **Health and Safety Training Manual 2015**

## INTRODUCTION

Health and Safety is a vital part of your responsibilities in your job so that you are able to work in a safe way, and guard against accidents to yourself, your work colleagues or guests with whom you may come into contact.

Most health and safety is common sense, but there is a need for you to be aware of the hazards and to be able to control the risk of injury.

Because it is such an important issue for all of us, there are very strict laws for Health & Safety at work. The Health & safety at work Act 1974 is the main act that deals with Health & Safety issues.

Just as the company has responsibilities for ensuring Health and Safety so do you as the employee. Whilst at work every employee has a legal duty to:

- Take reasonable care of their own health and safety at work, and of other people who might be involved in what they do.
- Co-operate with their employer in ensuring that the health and safety requirements are complied with. This means wearing and using the correct safety equipment/clothing as issued, attending training sessions and reporting hazards.

Our aim is to cover various topics with all staff in order to ensure that everyone has an insight into basic Health & Safety, legislation, fire procedures and safe working practices, amongst other things.

The topics that we cover are as follows:-

- **Personal Hygiene and grooming**
- **COSHH**
- **Fire Training**
- **Accident Reporting / First Aid**
- **Manual Handling**
- **Hazard Spotting / Slips, trips & Falls**
- **Basic Food Safety**
- **Allergens**
- **Responsible service of alcohol**
- **Using Catering Machinery**

## PERSONAL HYGIENE AND GROOMING

We want all members of the Berkeley Scott team to feel good about working for us and look good for our clients therefore all employees are asked to adhere to the following grooming standards:

- All uniform must be clean, ironed and kept in good repair.
- Keep your fingernails clean and short, do not bite nails and nail polish is not permitted.
- Make-up must be light and subtle – vivid eye make-up is not acceptable.
- Minimum jewellery, wedding band, studs or sleeper earrings only, visible piercing must be removed on duty.
- Shoes must be low heeled or flat, black, with no open toes. They must be clean and polished at all times.
- Hair must be clean & neat, shoulder length or longer hair must be tied back or worn in a neat and tidy style using a discreet hair band or clip. No vivid hair colouring. If you work in food preparation areas it must be suitably covered.
- Good personal hygiene is imperative, bath/shower before coming to work, teeth must be clean & breath fresh at all times (if you are a smoker please ensure that do not enter into public areas smelling of smoke).
- Antiperspirant must be worn.
- If perfume or aftershave is to be worn it must be light & subtle, no overpowering scents.
- Tattoos must be covered by uniform if in public view.
- Facial hair must be kept to a minimum, always neat & tidy.

## COSHH & PPE

**COSHH** regulations establish the way in which all potentially harmful substances are handled at work to ensure that exposure to all substances hazardous to health and safety are adequately controlled by measures appropriate to the risks themselves.

**Always use safe working practises:**

- Never put chemicals in unmarked or food containers or bottles.
- Always handle chemicals with care.
- Never mix different types of chemicals - IT CAN KILL!!!
- Always ensure chemicals are safely locked away, not near food.
- Be aware of the first aid required if you spill chemicals on yourself or others
- Report any faulty equipment, spillages or damaged containers to a supervisor.

CHIP (Chemicals Hazard Information & Packaging) regulations specify labelling terms used to classify chemicals. These terms tell you what the potential harm is. **YOU MUST BE AWARE OF WHAT THESE SIGNS MEAN.** Examples of these are:



**Irritant** – prolonged or repeated contact can lead to reddening of the skin.



**Corrosive** – immediate contact corrodes skin or eyes



**Harmful** – inhalation of fumes / dust or ingestion of substances can be harmful to health



**Toxic** – inhalation of fumes / dust or ingestion of even small quantities can lead to serious illness or death

All Berkeley Scott clients have COSHH files that contain the relevant information about each chemical used. It is vital you understand this information and you are aware that it is available for you to access at any time, if there is anything you do not understand it is your responsibility to ask your supervisor.

### **Personal Protective Equipment (PPE)**

PPE is equipment that will protect the user against health or safety risks at work. It can include items such as hard hats, rubber gloves, eye protection, high-visibility clothing, safety shoes and safety harnesses.

It is very important that you use all the correct PPE provided for you.

For example:

- If you are using chemicals which may irritate your skin, you must use rubber gloves, and wear goggles.
- If you are handling hot items, such as trays coming out of the oven, you must wear oven gloves.
- If you are working in a kitchen you must wear non slip, steel toe capped safety shoes.

**If you are ever in doubt as to whether or not you are safe, you must consult your supervisor as to whether more PPE is required.**

## **FIRE PROCEDURE**

The risk of fire within many hospitality venues is high and understanding how to minimise the risk & what to do should a fire occur is of the utmost importance. The risk of fire can be minimised by being aware of the hazards, although fires still can occur. The following is a guideline on the procedures you should adhere to.

**Discovering a fire** - The first step is to raise the alarm. In all venues there are small red boxes on the wall, you must activate these by firmly pressing the centre of the plastic.

**Tackling a fire** - You must only tackle a fire if:

- You have been trained to use the appropriate extinguisher.

- It is no bigger than a waste paper bin size.
- You are confident to do so.
- You are not in danger and you have a clear means of escape.
- There are two people present.

**Fire procedure** - On hearing the alarm you MUST evacuate the building by the nearest fire exit and proceed to the assembly point. Your line manager will have made you aware of this during the briefing. If you are unsure of where the nearest fire exit can be located it is your responsibility to ask your line manager.

It is important to:

- Remain calm at all times
- Close windows and doors if safe to do so, this helps contain the fire.
- Leave by the nearest fire exit immediately and don't stop to collect personal belongings.
- Remain at the assembly point until the fire officer and duty manager inform you that you can enter the building.
- Exit using the stairs, lifts may not be used in any circumstances in case of a fire.
- NEVER obstruct Fire exits.

## ACCIDENT REPORTING/FIRST AID

It is vitally important that all accidents, no matter how minor, are reported and documented. If an incident goes unreported, then no corrective actions can be implemented. The purpose of reporting accidents is to develop and improve health & safety controls and prevent incidents re-occurring.

There maybe a variety of means of reporting incidents, but all BSL clients will have a central point to collect all of this information – THE ACCIDENT BOOK.

It is essential that all accidents are entered into the **Accident Book**. Ideally, the entries would be made by a qualified first aider, who would be involved in treating the casualty, and then countersigned, wherever possible, by the injured party. A copy of the completed report will then be forwarded to Berkeley Scott where it will be stored on your personnel file.

## MANUAL HANDLING

Manual handling causes over a third of all workplace injuries. These include work-related musculoskeletal disorders (MSDs) such as pain and injuries to arms, legs and joints, and repetitive strain injuries of various sorts.

### For any lifting activity

Always take into account:

- individual capability
- the nature of the load
- environmental conditions
- training
- work organisation

### If you need to lift something manually

- Reduce the amount of twisting, stooping and reaching
- Avoid lifting from floor level or above shoulder height, especially heavy loads
- Adjust storage areas to minimise the need to carry out such movements
- Consider how you can minimise carrying distances
- Assess the weight to be carried and whether the worker can move the load safely or needs any help – maybe the load can be broken down to smaller, lighter components

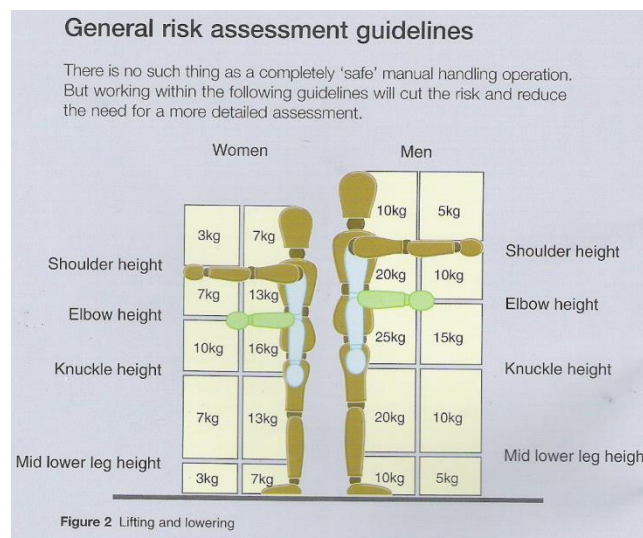
### If you need to use lifting equipment

- Consider whether you can use a lifting aid, such as a forklift truck, electric or hand-powered hoist, or a conveyor
- Think about storage as part of the delivery process – maybe heavy items could be delivered directly, or closer, to the storage area
- Reduce carrying distances where possible

### Good Handling Technique for Lifting

- Think before lifting/handling - Plan the lift. Where is the load going to be placed? Will help be needed? Remove obstacles.
- Adopt a stable position - The feet should be apart with one leg slightly forward to maintain balance. Be prepared to move your feet during the lift to maintain stability.
- Get a good hold - Where possible the load should be hugged as close as possible to the body.
- Start in a good position - At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (Squatting).
- Don't flex the back any further when lifting - This can happen if the legs begin to straighten before starting to raise the load
- Avoid twisting the back or leaning sideways - Shoulders should be kept level with and facing the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
- Keep the head up when handling - Look ahead, not down at the load, once it has been held securely
- Move smoothly - The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.
- Don't lift or handle more than can easily be managed
- Put down, then adjust - If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

Below is an illustration of recommended lifting weights, at various heights, for both males and females.



## HAZARD SPOTTING / SLIPS TRIPS AND FALLS

Health & Safety at Work Act 1974 requires all organisations to incorporate hazard spotting routines into their work practices.

A **Hazard** is anything that has the potential to cause harm. When becoming aware of a hazard or incident you must inform a supervisor immediately.

According to statistics from the Health and Safety Executive (HSE), slips and trips are the single most common cause of injuries at work, and account for over a third of all major work injuries.

When in the workplace there are 3 steps you should always follow.

1. Look for slip and trip hazards around the workplace, including floor coverings and their condition, uneven floors, trailing cables and areas that are sometimes slippery due to spillages. Don't forget to include any outdoor areas, remembering that weather conditions may be a factor.
2. Decide who might be harmed and how. Who comes into the workplace? Are they at risk? Are some groups more at risk than others?
3. Consider the risks. Are there already measures in place to deal with the risks? Are floor coverings suitable for the area and the work carried out there? What cleaning and maintenance systems are in place? Are regular inspections carried out? Are employees instructed to keep traffic routes clear?

If you ever feel unsure about any of the above, always speak to your supervisor immediately.

### Slips and trips

Preventing slips and trips at work is simple if you follow these steps:

- Clean up any dropped food, spilled liquid and grease
- Always place a 'Wet Floor' sign to alert others of slippery conditions
- Carry out thorough & correct cleaning of floors
- Ensure ventilation of kitchen areas
- Wear slip resistant shoes when in the kitchen
- Report any conditions that could cause slips or trips to a manager

## BASIC FOOD SAFETY

### Food Handlers

All people carry a huge amount of bacteria on their body and clothes. It is essential that everyone working in the catering environment and food handlers in particular have high standards of personal hygiene to avoid cross contamination. In particular it is essential that:

- Food handlers thoroughly wash their hands at appropriate intervals
- Food handlers abstain from unhygienic habits such as nose picking and nail biting whilst at work
- Food handlers wear clean protective clothing

- Anyone suffering from vomiting or diarrhoea is excluded from the food premises

*All Food Handlers must ensure they wash their hands both **before and after handling food**.*

## **Food delivery and storage**

### **FOOD DELIVERY**

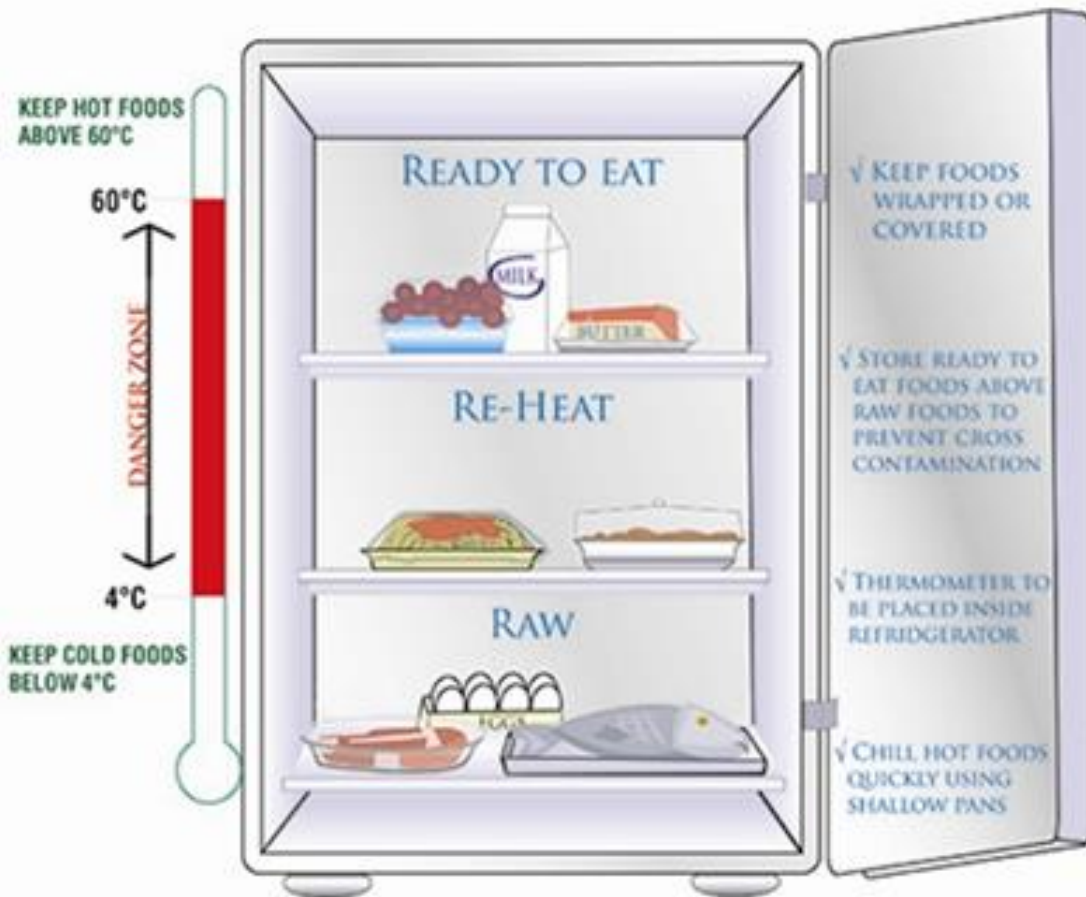
- Food must not be allowed to sit unattended, uncovered or outside of kitchen / serving areas.
- Do not accept food subjected to any abuse or canned products that are damaged.
- Frozen food deliveries may be accepted at a temperature no warmer than  $-15^{\circ}\text{C}$ .
- Chilled food deliveries may be accepted at temperature up to  $+8^{\circ}\text{C}$ .
- Once food is accepted it should be removed from its outer packaging and put away as soon as possible, particularly chilled or frozen food.

### **FOOD STORAGE**

- Carry out regular stock checks and observe good stock rotation principles - 'first in/first out'. Discard any food that has passed its 'Use by' or Best before' date.
- Do not store food on the floor. Ensure there is enough space underneath the lowest shelves to allow thorough cleaning.
- Keep all stores clean and tidy. Food and food stores should be checked regularly to ensure food safety and freedom from infestation. Cleaning chemicals, cleaning equipment or other possible contaminants should not be stored or left in food stores.
- Chilled and frozen food must be stored at the following temperatures:
  - Chilled food  $2 - 5^{\circ}\text{C}$
  - Frozen food  $-18^{\circ}\text{C}$  or colder

Wherever possible, separate refrigerated storage should be provided for cooked meats, cooked fish, raw meat, raw fish and dairy produce to reduce the risk of contamination. Where this is not possible food should be stored within the fridge as per the diagram below:





## REMEMBER

- Overstocking of refrigerators leads to poor chilled air circulation, resulting in higher temperatures and increased risk of spoilage and cross contamination.
- Strict stock rotation must be observed.
- Defrost frozen foods in the refrigerator, unless cooking instructions indicate that the product can be cooked from frozen.
- All food containers must be cleaned and sanitised before use.

## Food Contamination

If food, contaminated with harmful bacteria and viruses, is served to customers, it is very likely that food poisoning will occur. Food can also be contaminated with foreign materials such as chemicals, glass or packaging materials. Foreign materials in food cause distress and may injure customers.

Every effort must be made to prevent food being contaminated at each step in the food chain, and to eliminate naturally occurring bacteria and foreign materials, e.g. bacteria in raw meats and stones in fruit and vegetables.

## Physical and Chemical contamination

Physical and chemical contamination may occur either before or after the food arrives at the catering premises. All staff must be aware of the possibility of this, and be vigilant at all times.

Examples of physical contamination: packaging, hair, plasters

Examples of Chemical contamination: detergent, bleach

### Bacterial Contamination

'High-risk foods' are foods that are likely to cause food poisoning if they are contaminated with bacteria because they readily support the growth of bacteria and will not go through another stage in the food chain where the bacteria will be destroyed, e.g. cooking.

They are foods such as cooked meat and fish dishes, foods containing eggs and dairy products such as milk, cream and cheese, e.g. quiches, and many ready to eat foods, such as sandwiches.

High-risk food can be contaminated with harmful bacteria and viruses:

- Directly, e.g. if raw meat is placed on the same plate as high-risk food;
- Indirectly, e.g. if a broken shell egg drips onto high-risk food in the fridge;
- Or most commonly by cross contamination e.g. when bacteria are spread to high-risk food via a vehicle, e.g. unwashed hands, chopping boards and knives or dirty cloths and uniforms.

To prevent cross contamination it is vital you ensure that the correct chopping boards are used for the correct foods. All commercial kitchens should have colour coded chopping boards. Below is a chart of which boards should be used for which food:



- Red
- Blue
- Yellow
- Green
- Brown
- White

## Preparing hot food safely

Some types of bacteria can cause food poisoning. Thorough cooking is the best way to kill these bacteria and make sure that food is safe.

- Ensure all food is cooked to a minimum temperature of 75<sup>o</sup> C
- If stored hot, maintain the temperature above 63<sup>o</sup> C
- Only reheat food once to 75<sup>o</sup> C for immediate consumption
- Keep hot food covered

In order to monitor the temperature of solid food, insert the tip of a sanitised probe thermometer into the centre of the thickest part of the food, where the temperature is likely to be coolest, i.e. the centre of joints or the middle of a whole chicken's thigh.

## FOOD ALLERGY

Food allergies are becoming more common and several foods and their derivatives, which can cause allergic reactions are frequently used in catering operations, either on their own or as ingredients.

**Some of these ingredients are capable of causing serious, and even fatal reactions in sensitive individuals.** Allergic reactions can occur within minutes of the suspect food being consumed; other symptoms can come on after a delay of a few hours.

The EU law has listed 14 allergens that need to be identified if they are used as ingredients in a dish. This means that from 13 December 2014, all food businesses need to provide information about the allergenic ingredients used in foods sold or provided by them.

Food businesses serving loose foods have to supply information for every item on the menu that contains any of the 14 allergens as ingredients.

Details of these allergens will have to be listed clearly in an obvious place such as:

- A Menu
- A Chalkboard
- An Information Pack

If it is not provided upfront, you will need to signpost to where it could be obtained, either in written or oral formats.

### The 14 Major Allergens

There are 14 major allergens which need to be declared when used as ingredients. The following list tells you what these allergens are and provides some examples of foods where they may be found:

#### Celery

This includes celery stalks, leaves and seeds and celeriac. It is often found in celery salt, salads, some meat products, soups and stock cubes.

#### Cereals containing gluten

This includes wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats. It is often found in foods containing flour, such as some baking powders, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and foods dusted with flour.

#### Crustaceans

Includes crabs, lobster, prawns and scampi. It is often found in shrimp paste used in Thai curries or salads.

#### Eggs

This is often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and foods brushed or glazed with egg

#### **Fish**

Traces of fish are often found in some fish sauces, pizzas, relishes, salad dressings, stock cubes and in Worcestershire sauce.

#### **Lupin**

Lupin seeds can be found in some types of bread, pastries and pasta and flour.

#### **Milk**

This is found in butter, cheese, cream, milk powders and yoghurt. It is often used in foods glazed with milk, powdered soups and sauces.

#### **Molluscs**

This includes mussels, land snails, squid and whelks. It is often found in oyster sauce or as an ingredient in fish stews.

#### **Mustard**

This includes liquid mustard, mustard powder and mustard seeds. It is often found in breads, curries, marinades, meat products, salad dressing, sauces and soups.

#### **Nuts**

This includes almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia or Queensland nuts. These can be found in breads, biscuits, crackers, desserts, ice cream, marzipan (almond paste), nut oils and sauces. Ground, crushed or flaked almonds are often used in Asian dishes such as curries or stir fries.

#### **Peanuts**

This can be found in biscuits, cakes, curries, desserts and sauces such as for satay. It is also found in groundnut oil and peanut flour.

#### **Sesame seeds**

This can be found in bread, breadsticks, houmous, sesame oil and tahini (sesame paste).

#### **Soya**

This can be found in beancurd, edamame beans, miso paste, textured soya protein, soya flour or tofu. It is often used in some desserts, ice cream, meat products, sauces and vegetarian products.

#### **Sulphur dioxide**

This is often used as a preservative in dried fruit, meat products, soft drinks and vegetables as well as in wine and beer.

Reactions can be triggered by very small amounts of the allergen, sometimes less than 1 milligram. It is therefore important to avoid, where possible, the use of allergenic foods that are more likely to have life-threatening consequences, and those that affect a higher proportion of people with allergies.

#### **Food Intolerance**

There is another collection of symptoms that people can suffer from when they eat certain foods, such as headaches, muscle and joint aches and pains, tiredness etc. which are often collectively known as food intolerance. This collection of symptoms is less well defined and hence is much harder to diagnose than a classical allergy. The exceptions are the gluten intolerance syndrome, known as Coeliac's disease and lactose intolerance. Coeliac's disease is triggered by eating wheat, barley and rye-containing foods, whilst lactose (a sugar found in milk) can cause intolerance to milk in certain people who lack the ability to break it down.

Please be aware of allergies and intolerances when taking food orders. If a customer asks whether a dish contains a certain ingredient always check with your line manager who will liaise with the catering team.

**IF YOU ARE EVER IN ANY DOUBT ASK YOUR SUPERVISOR – DON'T ASSUME YOU KNOW THE ANSWER**

## RESPONSIBLE SERVICE OF ALCOHOL

### It is against the law:

- To sell alcohol to someone under 18.
- For an adult to buy or attempt to buy alcohol on behalf of someone under 18. (Retailers can reserve the right to refuse the sale of alcohol to an adult if they're accompanied by a child and think the alcohol is being bought for the child.)
- For someone under 18 to buy alcohol, attempt to buy alcohol or to be sold alcohol.
- For someone under 18 to drink alcohol in licensed premises, except where the child is 16 or 17 years old and accompanied by an adult. In this case it is legal for them to drink, but not buy, beer, wine and cider with a table meal.
- For an adult to buy alcohol for someone under 18 for consumption on licensed premises, except as above.
- To knowingly sell alcohol, or attempt to sell alcohol, to a person who is drunk. It is also illegal to allow alcohol to be sold to someone who is drunk.

If you suspect someone is underage, buying alcohol for someone underage, or drunk refuse to serve them. Should they refuse to accept your decision consult your Duty manager.

### ID for alcohol: proof of age

Acceptable forms of ID to prove you are over 18 include:

- Photo driving licence
- Passport
- Proof of age card, such as the PASS card from the national Proof of Age Standards Scheme.

It's a criminal offence to supply alcohol to underage drinkers. It is also a criminal offence to use false or borrowed ID to gain entry to licensed premises or to buy alcohol. If you break the law you risk a heavy fine even a prison sentence.

### Challenge 25

Challenge 25 is a scheme that encourages anyone who is over 18 but looks under 25 to carry acceptable ID when they want to buy alcohol. Many of our clients will be members of this scheme. If you are selling alcohol to anyone you suspect is under 25 years old, always ask for ID.

## USING CATERING EQUIPMENT

When at work you will come into contact with a variety of catering equipment. It is vital you are aware of the dangers of working in a catering environment and take appropriate precautions.

- Always ensure equipment is well maintained.
- Never improvise with equipment
- Ensure hair is tied back
- Never remove safety guards
- Ensure electrical equipment is unplugged when cleaning

When using the following equipment, use the following guidelines:

**Coffee machines** - Coffee machines can become incredibly hot during use. Please take extra care with the steaming and hot water elements, they can cause serious injury.

Please also take extra care when carrying cups containing hot liquid.

**Ovens** – These are extremely hot when in use. Make sure that you are care is taken when putting items in/removing items, doors etc may be hot. Ensure PPE is worn when touching hot items.

**Microwaves** – Items can be extremely hot when heated in the microwave so handle with care. NEVER put metal objects in a microwave, only use microwavable containers. If unsure always ask a supervisor.

**Dishwashers** – Can become very hot, there is a danger of scalding. Always follow manufacturer’s instructions. Ask a supervisor the correct cleaning procedure.

**If unsure always contact your supervisor before attempting to use equipment.**

## SUMMARY

We hope you have found the training informative and interesting and we thank you for your time and involvement.

We appreciate that we have covered a lot of topics and whilst we hope you retain the information, please remember that these completed training booklets will be kept in your personnel files for you to access at any time. A copy of this booklet is available upon request.

**Please complete the sign off sheet confirming you have read and understood the content of this manual.**

If you have any queries or suggestions regarding anything that we have covered, you must contact your Berkeley Scott consultant. The Berkeley Scott office is open from 7am – 6pm (Monday till Friday).